

# THE IPN DISPATCH

IPN Monthly Dispatcher Update

November 2015

## Chapter Stats

We don't seem to have much change in our top 3. However, PEN and OHI moved up and CON has joined the Great 8! Awesome job from coast to coast.



JAN FEB MAR APR MAY JUNE JULY AUG SEPT

1	CA	CA	CA	CA	FL	CA	CA	FL	FL
2	NY	FL	FL	FL	CA	FL	FL	CA	CA
3	FL	NY	NY	NY	NY	NY	NY	NY	NY
4	NJ	MA	MA	MA	MA	IL	MA	MA	MA
5	MA	NJ	PA	PA	IL	PA	IL	IL	PA
6	PA	PA	IL	IL	PA	MA	PA	PA	OH
7	OH	OH	NJ	NJ	TX	VA	WI	NJ	IL
8	IL	IL	OH	TX	NJ	MI	MI	OH	CT

## IPN Dispatcher of the Month

We are pleased to announce that **LAX079** has been named DOTM!

He has been an active IPN dispatcher since 2012 and monitors many different chapters in addition to the very busy LAX.

Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.

## X Marks The Spot

The letter X is often used as an abbreviation even though it isn't one. Unfortunately, X can mark the spot of a lazy dispatcher. No one wants to be thought of as lazy.

One of the incorrect uses of the letter X that we have seen used repeatedly is as an abbreviation to the word "exit." Now, 4 letters is more than 1 but we know you're willing to go that extra mile and tap them all out. Whether it's a soccer mom, a CEO, or an assignment editor at CNN, we want our product to look polished and professional. Remember, you are the "voice" of the company. Red Bull might give you wings, but IPN admins give you points!

Another frequent but incorrect use is to indicate multiple patients. Common core math is hard enough already, let's leave it out of IPN alerts. In accordance with our move to clear text, please just spell out "2 victims" vs "victims x 2."



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# Feed Review

## -Pittsburgh, PA

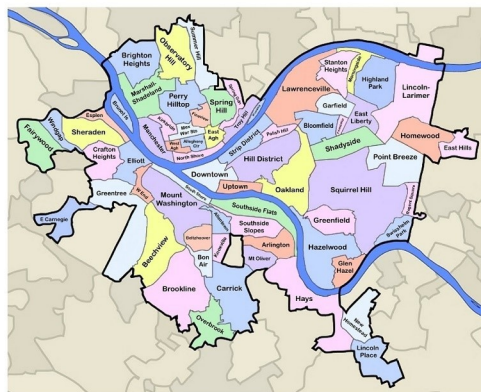
Pittsburgh is one of Pennsylvania's larger metropolitan areas with a population of 305,841 (as of 2013). The Pittsburgh feed is a great one to keep tabs of whenever your local area is slow, especially on the weekends. The Pittsburgh area has many major interstates going through it such as the I-279, I-376, I-579. These freeways, interstates, and major arteries carry upwards of 30,000 daily!

The Monongahela, Allegheny, and Ohio Rivers merge into one at the city's "Point". This makes for many tech rescue incidents. The city has a warm and humid summer which makes for some nasty thunderstorms with its share of severe weather year round. CSX, Norfolk Southern, and Amtrak all have railways through the metro area, which are prone to "transit delays," trauma alerts, and accidents.

The Pittsburgh Bureau of Fire has many different types of fire and rescue apparatus, along with Pittsburgh EMS, that operate out of 29 stations. They include: 24 engine companies, 3 Quints, 11 trucks, 17 ambulances, several specialty units (Foam, HazMat, Light & Air), 2 heavy rescue, and 5 River Response Boats.

If you prefer to monitor police activity, they responded to over 11,200 property crimes in 2013 and another 2,425 violent crimes. The entertainment district, known as "South Side," has the highest crime rate citywide. Again, these feeds are ripe with police chases, stabbings, shootings, and officer assist.

Find the feed that works best for you by visiting [Broadcastify.com](http://Broadcastify.com) or try this combination feed to get your feet wet: [Pittsburgh Fire/EMS/PD](#)



**Our Admin Staff is gearing up for a holiday raffle and the drawing will be exclusively from the membership of our dispatcher facebook page. Not a member yet? Send your request to support today!**

## Cancellation of Greater Alarm

Occasionally units arrive and observe an incident that looks much worse than it actually is. On fire calls, this initial observation can result in the incident commander calling for more resources. Most agencies will group these resourced in to alarm levels. The IC will request a "2nd Alarm" or similar response. In many locations this response is automatic based on limited manpower. Moments later, the IC reassesses and find the incident is much smaller than he/she originally thought. The 2nd Alarm is cancelled.

We all know that IPN doesn't send updates to the effect of "Fire Under Control" but this is a little different. There is a whole alarm level of units that are now being turned around. Subscribers to the system are under the impression that this is a "Big Deal". It's not though. We want to send an update to "Never mind" but we never want to agencies involved to look bad. The best way to do this is to include a good report, not just U/C cancel 2nd Alarm. Try to show the fire department in a positive light whenever possible. One way to do this is to indicate "Quick K/D" as that shows aggressive firefighting. If the original report was a 3 story apartment with heavy smoke but it was a 1 room job you can include this info. Details make the page.

Please keep in mind that we do not update for the cancellation of individual resources in most cases. If a group of resources, such as a strike team or task force, is turned around this is similar to an alarm level and it is OK to update. You can also update for special resources being cancelled. An example of this would be a medical helicopter being cancelled. We also would like to see the reason or other details included in these. For example "U/D: Flight for Life Cancelled, Patient is a trauma code going by ground"



## Suspicious Fires

Our dispatchers often hear fires of a suspicious nature. Many of them are outside involving rubbish, barrels, mailboxes, hay bales and the like. These type calls are very minor in nature and normally do not warrant a page to the system. Numerous suspicious fires involving these items can be paged out over special. They aren't really a big deal but some media customers may wish to cover them.



Suspicious fires involving an occupied structure, where there is threat of injury or death to the occupants, should be treated as a violent crime (VC). This category can also be considered if the act is an attempt to kill animals. It should never be used if a working fire has been declared. Those pages must be sent to the appropriate fire category. The details about the fire being suspicious can be included in the narrative. A duplicate page to Violent Crime is not needed. A great example of this use of VC for arson is a fire that took place in a Walmart store last month in California. The arsonist put accelerant on a rack of Halloween costumes and lit them on fire. This placed many lives in danger. Employees knocked down the fire prior to the FD arrival so it did not qualify for 1 Alarm Fire. It was paged to Violent Crime and resulted in a decent report from the local media. Here is the story: <http://www.wpbf.com/news/man-sets-halloween-costumes-on-fire-inside-walmart/35838106>

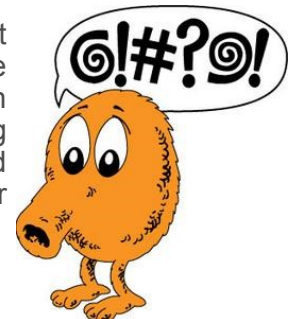
We know that stories like this are happening all over our coverage area on a daily basis. We encourage the dispatchers to send them out. Don't be afraid to make mistakes. We are all human, including the administrative team. We all learn from mistakes. In fact, our current guidelines are based on 16 years of trial and error. Maybe your efforts will result in a new and exciting change for our system.

Getting back to this fire in the Walmart, in addition to the VC page that went out the fire was also paged to Smoke Damage (Expansion Categories). This is exactly what we like to see. Both pages were perfectly executed. While dual paging is not allowed in most cases, mainstream calls that also have a loss should be sent to the expansion groups as well. The exception to this is any working fire. Any other incident that creates a loss should be paged to both the main stream group and an appropriate expansion group. Thank you to SFO005 for handling this incident. Great job!

## Upgrade To A What?

Years ago IPN added category abbreviations to reduce the character count on the category name. These are unusual configurations that do not really make much sense to subscribers that haven't opted in on shorter category abbreviations. Many of them look like quotes for the QBert character from the 1980s video game. These jumbles of letters are not true abbreviations. They shouldn't be used in your page narratives. For example, sending a Major Accident page that says "U/D: Upgrade to MAJACC" can be confusing.

Instead of using something like MAJACC, it is best to stick with the clear text report. In doing so, it is extremely important to repeat all details from the category original used. Doing this, the update/upgrade page would be written something like this: "U/D: FD o/s 3 Car Accident with 2 Injuries Now Requesting Medevac for 1 Major Injury. 2 Other Pts Minor Inj". It is also preferable to avoid using 1X, 2X, Etc to denote the number of injuries. The X is not needed. Clear text simplifies that to 2 Pts, 2 Injs, 2 BLS, 2 ALS.





## Pop Quiz

### -What Would You Do?

Law enforcement arrives at the scene of a large moving truck towing a car that flipped over down an embankment from the interstate. The two people in the truck have minor injuries and the police request the fire department respond for 2-3 gallons of diesel that has spilled.



What category would this be paged as?

- A) Traffic Advisory - it's nothing more than an overturned vehicle.
- B) Major Accident - any large vehicle that has rolled over, like a semi, goes to Major Accident.
- C) Hazmat - Fire Department is requested for the fuel spill.
- D) No Page - no serious injuries and no traffic impact.



NCA| Landis, NC (Rowan County)| Traffic Advisory| 154.250| 121 S Beaver St| FD o/s has Vehicle into house, vehicle smoking. [NCA037]| LOU009| 15:12

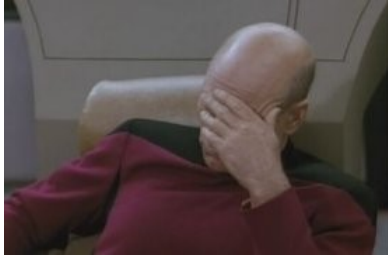
NCA| Landis, NC (Rowan County)| Structure Damage| 154.250| 121 S Beaver St| FD o/s has Vehicle into house, vehicle smoking. [NCA037]| LOU009| 15:12

### Pop Quiz Answer:

The correct answer is A - this is a Traffic Advisory. While overturned semi truck & trailer do go to Major Accident, a moving truck does not qualify. It still gets paged, but to Traffic Advisory only.

## EMS Humor

Knock - Knock.  
Who's there?  
HIPAA.  
HIPAA who?  
I can't tell you, it's confidential.



## Ask QA

### -Password Sharing

"I can't always get to a computer when I hear a good incident, can't I just give my password to a friend and have them dispatch the call under my name? I deserve the credit."

This has been a hot-button issue recently. Sharing your password is a big no-no for so many reasons. IPN pays hotline dispatchers to be available to you for just such a situation. Account-sharing is a violation and could get both dispatchers suspended.

The hotline can be reached at 888-4-911-IPN or via eMail at [hotline@incidentpage.net](mailto:hotline@incidentpage.net). Don't forget to include your dispatcher ID!

Do you have a question for our QA staff?

Send it to [support@incidentpage.net](mailto:support@incidentpage.net)

## Past Issues

Did you use the "Past Issue" links previously provided? If yes, let support know you would like that option back in the newsletter.



LAX | Los Angeles, CA | Major Accident | LAFD 8 | 5747 Laurel Canyon Blvd | R89, E60 o/s vehicle vs motorcycle, rider down with leg & major head injury, ALS transport | LAX079 | 20:54

## Contact Us

Remember, we are here for YOU.

We only have a few dispatchers sending us incident photos, we want your input! Please send us your article suggestions, scene photos, input, and feedback. Remember, this is YOUR newsletter!

### Newsletter Story &

### Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

### Quick Links:

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